

Quality and Reliability since 1852

**Madison  
Water  
Utility**



Item 7

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## **CUSTOMER SERVICE REPORT**

August 21, 2007

We will be going live with E-Care on August 21, and be introducing it to our customers on a cycle-by-cycle basis.

Our peak days for customers moving in and out were August 14 and 15. This is primarily due to the rental lease dates for university students.

The rate case hearing held on August 8 went smoothly and to date, there has been little customer feedback concerning the increased rates.